

# ARE YOU WATER SMART?

**A gallon of tap water delivered from Tucson Water to your home costs you:**

- a) Less than 1 cent      b) 15 cents  
c) 25 cents

*Answer: Less than a penny a gallon.*

## WATER Etc.

### Customer Question

**Why does my water taste like chlorine?**

That hint of chlorine taste or odor is because Tucson Water adds the disinfectant chlorine to tap water to kill harmful bacteria and other microorganisms. Chlorine is a widely used disinfectant, and Tucson Water adheres to the U.S. Environmental Protection Agency's regulatory standard. For more information, visit [www.tucsonaz.gov/water/chlorine-taste](http://www.tucsonaz.gov/water/chlorine-taste).

**Tip:** You can easily get rid of chlorine taste or odor in drinking water in a few hours by placing an open container of tap water in the refrigerator.



# WATER MATTERS

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More representatives and 46 additional phone lines are just the start of exciting improvements to customer service, according to Tucson Water Deputy Director Scott Clark.

*(See Working with Water, pg. 4 & 5)*



## CITY OF TUCSON ENVIRONMENTAL SERVICES

## Make This Holiday Even Greener!

Americans generate 25% more trash between Thanksgiving and New Year's Day – which means about 1 million additional tons of trash goes to landfills *each week* during the holidays! Here are some tips to recycle more so less ends up in the trash and in our landfills:

- ⊗ Support local businesses and shop local to reduce packaging and your carbon footprint.
- ⊗ Opt for reusable shopping bags.
- ⊗ Send e-mail holiday cards.
- ⊗ Choose wrapping paper and cards without glitter or metallic finish so they can be recycled.
- ⊗ Recycle cardboard boxes in a Blue Barrel or at a Neighborhood Recycling Centers
- ⊗ Remember to **TreeCycle** from December 26, 2015 through January 12, 2016. [www.tucsonaz.gov/treecycle](http://www.tucsonaz.gov/treecycle)
- ⊗ If you shop online, please recycle the cardboard box, recycle the air pack at a grocery store and take the Styrofoam™ peanuts to a packing store where it will be reused.
- ⊗ Go to [www.tucsonaz.gov/DoMoreBlue](http://www.tucsonaz.gov/DoMoreBlue) for a complete list of recyclables including plastic containers, and steel, tin, or aluminum cans.

Finally, look for the special insert on **2016 Holiday Collection Schedule** and **TreeCycle** in this utility services statement.

## PIMA COUNTY WASTEWATER RECLAMATION

## 11th Annual Grease Collection and Recycling Event New Date!

**Saturday, January 9, 2016**  
9 a.m. – 1 p.m.

Pouring grease down your drain can clog sewer lines. Save your used cooking oil or grease and bring it to one of these five grease collection sites:

<b>East</b>	<b>O'Rielly Chevrolet</b>	<b>6160 E. Broadway Boulevard</b>
<b>Midtown</b>	<b>Tucson City Council Ward 3 Office</b>	<b>1510 E. Grant Road</b>
<b>Northwest</b>	<b>Pima Vocational High School</b>	<b>5025 W. Ina Road</b>
<b>South</b>	<b>Tucson Water Plant #2</b>	<b>1102 W. Irvington Road</b>
<b>Sahuarita</b>	<b>Sahuarita Town Hall Complex</b>	<b>375 W. Sahuarita Center Way</b>

The collected grease will be recycled into biodiesel, a cleaner burning fuel.



Your utilities services statement includes fees for your water, environmental services, and wastewater.

**Environmental Services (ES)** (520) 791-3171 or visit [tucsonaz.gov/environmental-services](http://tucsonaz.gov/environmental-services)

**Pima County Regional Wastewater Reclamation Department (PCRWRD)** (520) 724-6500 or visit [www.pima.gov/wastewaterreclamation](http://www.pima.gov/wastewaterreclamation)

# WORKING WITH WATER

**Scott Clark, a new Tucson Water Deputy Director,** started work August 17, 2015. Within 90 days, Clark and a diverse team of City of Tucson employees were already taking major steps to improve customer service: staffing, training, phone and billing technology, online options, facilities and more.

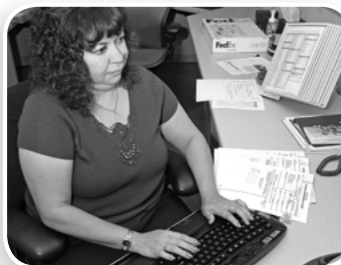
**Tell me about the Excellence in Customer Service Project team.** "It's a cross-functional team that includes subject matter experts from various departments within the City of Tucson. Our goals are to help change Tucson Water customer service from the inside out and make it easier and faster for our customers to do business with us."

**What was step one for the team?** "We studied all aspects of Tucson Water's Call Center and our billing software management system. We analyzed busy signals, wait/hold times, staffing levels, and work shifts, attrition, along with the current methods customers use to pay their bills and make service requests."

**Did the team's research hold any surprises?** "Metrics showed that 49% of customers who called wanted to pay their water bill and were willing to interact with automated services or go online to pay. However, when customers want to turn service on or off or have water quality questions, they prefer to speak with a representative."



**Name three new customer service improvements.** "Tucson Water added 46 phone lines, for a total of 96 lines, and now customers receive a busy signal 11% of the time versus 88% of the time. We hired 13 additional customer service representatives (CSR's), and training has been expanded from three weeks to six weeks with a full-time trainer."



**"As of November 15, it's easier for customers to pay their bill online.** Once a customer creates a new online account, they can manage password and account info – without a phone call or email. The customer is able to pay their bill online with a service address, no account number required. Also, the online bill and paper bill now look the same."

**What's in the future?** "It's a continuous cycle of improvement of research and measurement, listening, taking action, focusing on people, evaluating results, re-assessing and refining, etc. Tucson Water will be launching a certified CSR training program, adding incentive and retention programs, offering more options for the interactive voice recognition system, improving Spanish language outreach, testing a new website and much more. It's an exciting time so stay tuned."

CLICK

[tucsonaz.gov/  
water](http://tucsonaz.gov/water)

WATCH

  
tucsonwater

CALL

**English & Español:**  
(520) 791-4331

TDD

(520) 791-2639

SOCIAL





## Water Reliability

## EFFICIENCY HIGHLIGHTS



### What Tucson Water is Doing

The ***Excellence in Customer Service*** team is currently conducting research to improve services for customers at walk-up payment locations.

### What You Can Do



Research how you can improve home water efficiency by reviewing the ***Homeowners' Guide to Using Water Wisely*** or scheduling a Zanjero Program water audit. Go to <https://www.tucsonaz.gov/water/residential-conservation>

## Customer Service by the Numbers

**241,723**

meters read/month



**5,418**

service requests/month



**23,576**

phone payments  
received/month

**5,273**

emails/voicemails received/month



**39,285**

on-line bill payments  
processed/month



**26,812**

calls answered/month